



**DEPARTMENT OF GENERAL SERVICES**  
**Telecommunications Division**

9-1-1 Office Memo 04-05

November 3, 2004

**EXPIRATION: When superseded or rescinded**

**TO: Public Safety Answering Point (PSAP) Managers and County Coordinators**

**SUBJECT: REIMBURSEMENT CLAIM SUPPORT DOCUMENT (TD-290A)**

The California 9-1-1 Emergency Communications Office (9-1-1 Office) has created a new form as a supplement to the Reimbursement Claim form (TD-290) to assist the agency in documenting reimbursable time. This time documentation tool is the Reimbursement Claim Support Document (TD-290A). The 9-1-1 Office is offering this new form to streamline the reimbursement process and better identify reimbursable time. Effective immediately, the TD-290A document must be submitted to the 9-1-1 Office as a support document to the TD-290 for reimbursement of wages and related mileage, if applicable.

This form will be used in lieu of submitting detailed documentation; however, if a claim appears abnormal, or by random selection, the 9-1-1 Office may audit any claim submitted and request additional documentation supporting the time entered on the TD-290A. The 9-1-1 Office may request timesheets to confirm hours worked; Master Street Addressing Guide (MSAG) reports from SBC and Verizon to confirm MSAG related activities for specific agencies; an agency employee's duty statement that reflects duties commensurate with time claimed; and/or, an explanation that justifies the amount of time spent on activities claimed.

The TD-290A lists ten task activity categories. These are the only wage related items eligible for reimbursement by the 9-1-1 Office. Please note the final two items are listed as "W" for wireless activities and "WC" for wireless coordinator activities. Due to the national data collection and state audit requirements for wireless 9-1-1 related issues, the 9-1-1 Office must explicitly document reimbursement for these activities. Activities that may qualify for reimbursement are detailed in the State of California 9-1-1 Operations Manual, Chapter III (pages III.4 and III.5).

By signing the new TD-290A you agree to specific conditions provided on the form, as follows: *"I declare under penalty of perjury that the time and mileage identified in the task activity categories ... were performed as defined in the 9-1-1 Operations Manual, Chapter III, revision February 2004."* It is the responsibility of the individual signing the form to be aware of the PSAP expenses eligible for reimbursement as outlined in Chapter III.

If you have any questions, please do not hesitate to contact your 9-1-1 Office consultant directly or Joan DeCrescenzo at [joan.decrescenzo@dgs.ca.gov](mailto:joan.decrescenzo@dgs.ca.gov) and by phone at (916) 657-9113. As always, I am also available at [daphne.rhoe@dgs.ca.gov](mailto:daphne.rhoe@dgs.ca.gov) or by phone at (916) 657-9911.

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California 9-1-1 Emergency Communications Office

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